



## BPA VACANCY ANNOUNCEMENT (#002765-05-BPA)

U.S. DEPARTMENT OF ENERGY  
BONNEVILLE POWER  
ADMINISTRATION

**POSITION AND LOCATION:** Public Utilities Specialist (Revenue), GS-1130-11/12, Portland, OR

**OPENING DATE:** 10/12/04

**CLOSING DATE:** 10/25/04

**ANNUAL PAY RATE:**

**GS-11 \$50,620 - \$65,803**

**GS-12 \$60,670 - \$78,868**

Selections at Bonneville Power Administration (BPA) are based on merit and are accomplished without regard to political, religious, or union affiliation or non-affiliation, marital status, race, color, national origin, sex, sexual orientation, age, or non-disqualifying physical disability; nor will such action be based upon any personal relationship, patronage, or nepotism.

**WHO MAY APPLY:** Career and Career Conditional Employees of Bonneville Power Administration only.

**POSITION LOCATION:** PBL, Requirements Marketing, Revenue, Metering & Contract Analysis-PSR

**NOTES:**

The full performance level of this position is GS-12.

This position may be filled at the GS-11 or GS-12 level. **You must indicate on your application the grade level(s) for which you are applying.** Candidates hired at less than full-performance level may be promoted without further competition when assigned higher-level duties and meeting all qualification requirements.

Minimum Qualifications and Time-in-Grade Requirements must be met within 60 calendar days of the closing date of this announcement.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

**CAREER TRANSITION ASSISTANCE PROGRAM (CTAP)/INTERAGENCY CAREER TRANSITION ASSISTANCE**

**PROGRAM (ICTAP):** Displaced or surplus employees who may be entitled to consideration under CTAP/ICTAP must meet the OPM and BPA requirements for consideration. Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. Well qualified for merit promotion (status applicants) means an applicant who possesses the knowledge, skills, and abilities which clearly exceed the minimum qualification requirements for the position, including being evaluated at the "3" or equivalent rating level on all quality ranking factors. Well qualified for non-status applicants means an applicant who scores 85 points or higher prior to the addition of veteran's preference points, if applicable. Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605(a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating, and a copy of their most recent SF 50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible. For additional information, please refer to <http://www.opm.gov> or to <http://www.jobs.bpa.gov>.

**MAJOR DUTIES:** The incumbent of this position serves as a Public Utilities Specialist (Revenue), within the Revenue, Metering, & Contract Analysis group. Specific duties include: analysis and billing for various products and services; in-depth analysis of new products and services under new or existing contracts; reviewing and interpreting power sales contracts or contract amendments or proposals to assess the impact on the billing process; analysis of customer demand and energy data to ensure values are in accordance with customer's contract; explaining billing processes and issues to BPA staff and customers; serves as a member on the Customer Core Teams led by Account Executives; provides advice, support and guidance to the Account Executives, Customer Core Teams, business services personnel, legal services, and other internal and external customers on billing issues; promotes good internal communication by providing information related to customers and billing issues to management and staff, within the Standards of Conduct guidelines; and promotes external customer service by promptly responding to customer inquiries and by providing timely and accurate data.

**QUALIFICATION REQUIREMENTS:** Applicants must have had a total of 1 year specialized experience that has equipped them with the particular knowledge's, skills and abilities to perform successfully the duties of the position, and that is typically related to the work of this position.

**Specialized Experience (GS-11)**

Experience analyzing or interpreting contracts, rates, products, and services, including related policies, procedures, and terminologies in a fast-paced environment.

**Specialized Experience (GS-12)**

Experience analyzing, interpreting, or developing utility contracts, rates, products, and services, including related policies, procedures, and terminologies and analyzing data for billing products and services received in various formats and/or from a variety of sources.

**Note:** In order to be rated as qualified for the position, we must be able to determine that you meet the specialized experience requirement - please be sure to include this information in your application. To be creditable, specialized experience must have been equivalent to the next lower grade of the position to be filled. Applicants who have qualifying experience performed on less than a full-time basis must specify the percentage and length of time spent in performance of such duties.

**TIME-IN-GRADE RESTRICTION(s):** Applicants must have served 52 weeks at the next lower grade level in the Federal service.

For GS-11, 52 weeks at the GS-9.

For GS-12, 52 weeks at the GS-11.

**BASIS OF RATING:** No written test is required. If qualified, ratings will be based on an evaluation of the quality and extent of experience, education, and training in relation to the following knowledge's, skills, and abilities. It is **strongly recommended** that applicants provide a narrative response to the knowledge's, skills, and abilities listed below. Failure to do so may result in a lower score **and** non-referral to the selecting official.

1. **Knowledge of power sales contracts, rates, products, and services, including related policies, procedures, and terminologies.** (Describe your role and experience with contracts, rates, products and services and associated policies, procedures, and terminologies. Please include type(s) of contracts as applicable.)
2. **Ability to analyze and interpret power sales contracts and agreements, metering and scheduling data, and billing procedures in order to prepare bills for various products and services.** (Please describe in detail your experience analyzing power bills, power sales contracts and agreements, metering and scheduling data, and/or billing procedures.)
3. **Ability to use computer applications to produce accurate monthly bills that involve configuring customer-specific parameters within a billing system.** (Please describe your experience using an automated billing system, and/or Excel, or other methods to produce a bill and/or assemble billing reports. Describe the information you were handling and your role.)
4. **Ability to work accurately and effectively under pressure, with minimum supervision and within set deadlines.** (Please describe your experience completing assignments/projects within required due dates while working under pressure. Include a description of the type of work environment and your method of completing work on time.)
5. **Ability to communicate orally and in writing to resolve billing problems with internal and external customers.** (Please describe your experience, communicating orally and in writing, with internal and/or external customers to resolve problems. Identify the nature of the problem, your role, and results achieved.)

**APPLICATION INFORMATION:**

There is no specific required application form. There is specific information that you are required to submit. For further information on completing your application, please refer to the statement below "Required Information on Resumes."

- Applicants may, at their choice, submit a resume, the Optional Application for Federal Employment (OF 612), a copy of the obsolete Application for Federal Employment (SF 171), or any other written application format.
- All applications must contain sufficient information to determine eligibility for the position.
- **Applicants will not be contacted for missing information. Material received after the closing date will not be accepted.**

**HOW TO APPLY:**

Submit your application with supplemental information. It must be received with the application. Your application package should include the following:

1. Your resume, or other application, that fully describes your education and experience.

2. Narrative responses to Knowledges, Skills, and Abilities.

#### **REQUIRED INFORMATION ON RESUMES\***

1. Announcement number, title, and grade of the position for which you are applying.
2. Your full name, mailing address, and day and evening telephone number.
3. Your e-mail address (please provide if available – failure to provide will not effect the processing of your application.)
4. Your Social Security Number.
5. Country of citizenship.
6. High school attended which includes name of high school, location (city/state), and date of diploma or GED.
7. Work experience (Paid and non-paid experience related to the job for which you are applying. Include job title (**YOU MUST INCLUDE SERIES AND GRADE IF FEDERAL JOB**), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (**including month and year**), hours worked per week, salary).
8. Indicate if we may contact your current supervisor.
9. A list of other job related training, skills (for example, languages, tools, machinery, typing speed, etc.), certificates and licenses, honor societies, awards, professional membership, publications, leadership activities, performance awards, etc.

**\*Please note that if your resume or application does not provide all the information requested in the vacancy announcement, you may lose consideration.**

**FORMS AVAILABILITY:** All application materials may be obtained from all Bonneville Power Administration Human Resources offices (2401 NE Minnehaha Street, Construction Services Building, Vancouver, WA 98663; or 905 NE 11<sup>th</sup> Avenue, Portland, OR 97232), or by calling 360-418-2090 or 503-230-3055. You may also download a copy of this announcement, including all forms from our website at <http://www.jobs.bpa.gov/>.

If you have questions, you may call the Staffing Center at 360-418-2090 or 503-230-3055.

***Applicants should retain a copy of their application as BPA does not return applications or provide copies.***

#### **WHERE TO APPLY:**

If **mailing** your application, please send to the following address: Bonneville Power Administration, ATTN: Personnel Services – CHP/CSB-2, PO Box 491, Vancouver, WA 98666, (street address): 2401 NE Minnehaha Street, Vancouver, WA 98663

If applications are delivered in person, they can be delivered to the address above **OR** to: Bonneville Power Administration, Personnel Services, 905 NE 11<sup>th</sup> Avenue, Portland, OR 97232.

#### **RECEIPT OF APPLICATION:**

Your complete application must be received no later than 12 midnight Pacific Daylight Time (PDT) of the closing date to be accepted. Applications submitted by fax or e-mail must be time/date stamped or electronically postmarked at point of origin no later than 12 midnight PDT.

Applicants will be notified of receipt of their application package.

#### **FAX APPLICATIONS:**

Faxed applications should be sent to **360-418-2063**. Applicants are responsible for ensuring that application materials transmit successfully.

#### **EMAIL APPLICATIONS:**

Applications should be sent as email attachments to: [jobs@bpa.gov](mailto:jobs@bpa.gov). The Announcement Number must be included in the subject line of the email. Required forms may be sent as email attachments, may be faxed, or sent as hard copy. Application materials provided by different means must be cross-referenced so they may be combined at BPA. Applicants who apply by email will receive an email confirmation. Applicants are responsible for ensuring that application materials are formatted in a manner that will transmit successfully.

#### **THE BONNEVILLE POWER ADMINISTRATION IS A HARASSMENT FREE WORKPLACE.**

<a href="http://www.va.gov/">http://www.va.gov/</a>	<a href="http://www.jobs.bpa.gov/">http://www.jobs.bpa.gov/</a>	<a href="http://www.usajobs.opm.gov/">http://www.usajobs.opm.gov/</a>	<a href="http://www.opm.gov/qualifications/index.htm">http://www.opm.gov/qualifications/index.htm</a>
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